

ACCESS SERVICE

9. Additional Engineering, Additional Labor and Miscellaneous Services

In this section, normally scheduled working hours are an employee's scheduled work period on any given business day which totals eight (8) hours.

9.1 Additional Engineering

Additional Engineering will be provided by the Telephone Company at the request of the customer when:

- (A) A customer requests additional technical information after the Telephone Company has already provided the technical information normally included on the Design Layout Report (DLR) as set forth in Sections 6.6.7 and 7.1.2, preceding.
- (B) Additional engineering time is incurred by the Telephone Company to engineer a customer's request for a customized service as set forth in Section 7.2, preceding.

The Telephone Company will notify the customer that additional engineering charges will apply before any additional engineering is undertaken.

9.1.1 Charges for Additional Engineering

The charges for Additional Engineering are as follows:

<u>Additional Engineering Periods</u>	<u>1/2 Hour or Fraction Thereof</u>
Basic Time, normally scheduled working hours, per engineer	\$15.90

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<u>Additional Engineering Periods</u>	<u>1/2 Hour or Fraction Thereof</u>
Overtime, outside of normally scheduled working hours, per engineer	\$23.85

9.2 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Telephone Company. The Telephone Company will notify the customer that additional labor charges will apply before any additional labor is undertaken. Additional labor charges apply to the services described in Sections 9.2.1 through 9.2.6, following.

9.2.1 Overtime Installation

Overtime installation is that Telephone Company installation effort outside of normally scheduled working hours.

9.2.2 Overtime Repair

Overtime repair is that Telephone Company maintenance effort performed outside of normally scheduled working hours.

9.2.3 Stand by

Stand by includes all time in excess of one-half (1/2) hour during which Telephone Company personnel stand by to make installation acceptance tests or cooperative tests with a customer.

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Additional labor charges apply for additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies. This is in addition to the normal effort required to test, maintain or repair facilities provided solely by the Telephone Company.

9.2.5 Testing Services

Testing services other than those described in other parts of this tariff will be provided at the hourly rates described if requested by the customer. Testing will be provided subject to the availability of equipment and qualified personnel.

9.2.6 Other Labor

Other labor is that additional labor incurred to accommodate a specific customer request that involves labor which is not covered by any other section of this tariff. It also covers additional labor necessary to meet customer requests as described in Section 5., preceding.

9.2.7 Charges for Additional Labor

The charges for Additional Labor are as follows:

Additional Labor	1/2 Hour or
<u>Periods</u>	<u>Fraction</u>
	<u>Thereof</u>
Basic time, normally scheduled working hours, per technician	\$15.90

ACCESS SERVICE9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)9.2 Additional Labor (Cont'd)9.2.7 Charges for Additional Labor (Cont'd)

<u>Additional Labor Periods</u>	<u>1/2 Hour or Fraction Thereof</u>
Overtime, outside of normally scheduled working hours, per technician	\$23.85*

*A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

9.3 Miscellaneous Services9.3.1 Maintenance of Service

- (A) When a customer reports a trouble to the Telephone Company for clearance and the trouble is not in the Telephone Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Telephone Company personnel are dispatched to the customer's premises to when the work is completed.
- (B) The charges for Maintenance of Service are as follows:

<u>Maintenance of Service Periods</u>	<u>1/2 Hour or Fraction Thereof</u>
Basic time, normally scheduled working hours, per technician	\$15.90

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.1 Maintenance of Service (Cont'd)

	1/2 Hour or
Maintenance of Service	Fraction
<u>Periods</u>	<u>Thereof</u>
Overtime, outside of normally scheduled working hours, per technician	\$23.85*

*A call-out of a Telephone Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

9.3.2 Programming Services

- (A) Programming charges apply when a request by a customer for information concerning the access services provided to the customer result in the creation of new computer software or the modification of existing software in order to provide the requested information.

The Telephone Company will notify the customer that additional programming charges will apply before any additional programming is undertaken.

- (B) The charges for Programming Service are as follows:

Programming Service	1/2 hour or
<u>Periods</u>	<u>Fraction Thereof</u>
Basic Time, normally scheduled working hours, per programmer	\$30.00
Overtime, outside of normally scheduled working hours, per programmer	\$42.50

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription

Pursuant to the Federal Communications Commission's Memorandum Opinion and Order, CC Docket No. 83-1145, Phase I, adopted May 31, 1985, and released June 12, 1985, the Allocation Plan, outlined in Appendix B of this Order, will be available for inspection in the Public Reference Room of the Tariff Division at the Federal Communications Commission's Washington D.C. location or may be obtained from the Commission's commercial contractor.

- (A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for interLATA, interstate calls. This IC is referred to as the end user's predesignated IC.
- (B) On the effective date of this tariff, all existing end users have access to interstate MTS/WATS. The Telephone Company will notify end users in their particular area no later than 85 days prior to conversion to Feature Group D in a serving end office. The notification will include the names of all ICs wishing to participate in the presubscription process. This notification will be sent via U.S. Mail to each end user of record served by the end office to be converted.
- (C) End users may select one of the following options at no charge:
 - indicate a primary IC for all of its lines,
 - indicate a different IC for each of its lines.

Only one IC may be selected for all of its lines, or lines terminating in the same hunt group.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription (Cont'd)

(C) (Cont'd)

End users may designate that they do not want to presubscribe to any IC. The end user must arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (10XXX) for all interstate calls.

After the end user's initial selection of a predesignated IC or the designation that they do not want to presubscribe to any IC, for any change in selection after conversion to equal access in the serving end office, a nonrecurring charge, as set forth in Section 9.3.4, following, applies.

- (D) End users not responding to the initial notification will be sent a second notification for the selection of a predesignated IC no earlier than 40 days prior to or no later than 90 days after the conversion to equal access in a serving end office. This second notification will indicate the primary IC that has been assigned to them if they fail to respond to the second notification.

After the allocation process has been completed, end users assigned to an IC via the allocation process may change their IC one time within six months after conversion to equal access in the serving end office at no charge.

Following the six-month period after conversion to equal access for any change in selection, a nonrecurring charge as set forth in Section 9.3.4, following, applies.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription Cont'd)

- (E) When an end user indicates more than one IC selection on the return notification or returns an illegible return notification, the Telephone Company will contact the end user for clarification. If the end user indicates an IC selection on the return notification that does not match with information provided by an IC and both notifications indicate the same authorization date, the end user's notification takes precedence and the Telephone Company will process the end user's selection. In the event that two or more ICs provide to the Telephone Company notifications with the same authorization date and neither notification has been processed, the Telephone Company will contact the end user for clarification. A list of these customers in conflict must be sent to the affected IC by the Telephone Company.

In the event that two or more ICs have provided to the Telephone Company notifications with the same authorization date(s), and one IC notification has already been processed by the Telephone Company, those IC notifications not yet processed would be returned to the ICs.

- (F) New end users who are served by end offices equipped with Feature Group D will be asked to presubscribe to an IC at the time they place an order with the Telephone Company for Telephone Exchange Service. They may select either of the following options. There will be no charge for this initial selection.
- designate a primary IC for all of its lines,
 - designate a different IC for each of its lines.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription Cont'd)

(F) (Cont'd)

Only one IC may be selected for each individual line, or lines terminating in the same hunt group. Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of a predesignated IC, for any change in selection, a nonrecurring charge, as set forth in Section 9.3.4, following, applies.

(G) If the new end user fails to designate an IC as its predesignated IC prior to the date of installation of Telephone Exchange Service, the Telephone Company will (1) allocate the end user to an IC based upon current IC presubscription ratios, (2) require the end user to dial an access code (10XXX) for all interstate calls, or (3) block the end user from interstate calling. The end user will be notified which option will be applied if they fail to presubscribe to an IC. An allocated or blocked end user may designate another, or initial, IC as its predesignated IC one time at no charge, if it is requested within six months after the installation of Telephone Exchange Service.

For any change in selection after 6 months from the installation of Telephone Exchange Service, a nonrecurring charge, as set forth in Section 9.3.4, following, applies.

(H) If an IC elects to discontinue its Feature Group D Service offering prior to or within 2 years of the conversion, the IC will notify the Telephone Company of the cancellation. The IC will also notify all end users which selected them that they are cancelling their service and that they should contact the Telephone Company to select a new primary IC.

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9.3 Miscellaneous Services (Cont'd)

9.3.3 Presubscription Cont'd)

(H) (Cont'd)

The IC will also inform the end user that it will pay the presubscription change charge. The cancelling IC will then be billed by the Telephone Company the appropriate charge for each end user for a period of two years from the discontinuance of Feature Group D service.

(I) The presubscription charge is billed to the end user who is the subscriber to the Telephone Exchange Service. In the event an end user is incorrectly presubscribed due to misassignment on the part of the Telephone Company, no charge shall apply. In the event an end user is incorrectly presubscribed due to misassignment on the part of the IC, and the IC is unable to document such an assignment, the Telephone Company will apply the charge to the IC responsible for the misassignment of the end user and assign the end user to an IC of the end user's choice.

(J) Unauthorized PIC Change

If an IC requests a Primary Interexchange Carrier (PIC) change on behalf of a billed party (e.g., an end user or the designator of the PIC for a pay telephone), and the billed party subsequently denies requesting the change, and the IC is unable to substantiate the change with a letter of authorization signed by the billed party; then:

The billed party will be reassigned to its previously selected IC. No charge will apply to the billed party for this reassignment.

The Unauthorized Presubscription Change Charge as set forth in 9.3.4(B) will apply to the IC that requested the unauthorized PIC change. This charge is applied in addition to the PIC change charge as set forth in 9.3.4(A).

(N)

(N)

Issued:

President
850 Highway 410
Mountain View, WY 82939

Effective:

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9.3 Miscellaneous Services (Cont'd)

9.3.4 Presubscription Charges

(A) Presubscription Change Charge

Per Change

\$ 5.00

(B) Unauthorized PIC Change

-Residence/Business \$35.65 9.3.3
Per Telephone Exchange
Service line or trunk

- Public and/or Semi- \$57.57
public pay telephone
Per Telephone Exchange
Service line or trunk

(N)

(N)

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.5 Blocking Services

Central office blocking service is offered only where technically feasible.

(A) International Blocking Service

The Telephone Company will provide international blocking service to end users.

On each line for which International Blocking Service is ordered, the Telephone Company will block all international direct dialed calls that use the call sequence of 011+ or 10XXX-011+. When capable, the Telephone Company will route the blocked calls to a recorded message.

A nonrecurring charge as set forth in Section 6.9.1, preceding, will apply to orders adding or removing International Blocking Service that are placed subsequent to the initial installation of the associated exchange line(s). This charge does not apply when an exchange line is disconnected.

(B) 900 Blocking Service

900 Service Access Restriction prevents access to the 900 network. When customers dial a 0+ or 1+ 900 pay-per-call number from a restricted telephone number, the 900 call is blocked.

Charges associated with 900 Service Access Restriction will be waived, on a one-time basis, for customers during the period from November 1, 1993 through December 31, 1993; and for customers who request a new line for a period of 60 days after the new line is installed.

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Requests by customers to remove 900 Service Access Restriction must be submitted in writing to the Telephone Company.

	<u>Per Line Per Request</u>
1. International Blocking Service	\$ 33.89
2. 900 Blocking Service	
a. Blocking	\$ 25.00
b. Unblocking	\$ 25.00

9.3.6 Bill Name and Address Information

Interexchange carriers, enhanced service providers, and independent service providers may request Billing Name and Address (BNA) information of the Telephone Company or the Telephone Company's contracted billing agent for a specifically stated Billed Telephone Number (BTN). This information is to be used only for billing purposes, order entry, customer service, fraud prevention, and identification of end users who have moved from one location to another. Under no circumstances should this information be used for marketing purposes.

The Telephone Company will provide this information on a per-request basis, using rates specified below. Information will be provided for all BTNs except those that are unpublished or unlisted and are assigned to subscribers who have provided the Telephone Company with written instructions forbidding the release of BNA for their assigned BTNs. For all other subscribers, BNA will be released for third number billed, collect calls, 10XXX calls, and calling card calls.

Requests for BNA must be submitted in writing. BTNs must be listed in ascending numeric order. The request must be accompanied by: 1) carrier identification code, 2) specific BTNs for which BNA is requested, and 3) contact name and number for verification.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.6 Bill Name and Address Information (Cont'd)

BNA will be provided in written form within a two week interval from receipt of the request.

9.3.7 Charges for Bill Name and Address Information

	<u>Per BTN</u>
Per Request Incidence	\$0.80

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.8 Operator Transfer Service

(A) General

Operator Transfer Service enables a customer who provides operator services to receive calls passed through to it by the Telephone Company, for the purpose of operator assisted call completion or, for customers who do not provide operator services, Operator Transfer Service enables end user calls to be passed through to either a customer designated Operator Services Provider or a Telephone Company provided recording. Operator Transfer Service is only available in end offices equipped with FGC or FGD trunks. Operator Transfer Service is an interLATA service.

(B) Service Description

Operator Transfer Service provides end users with access to the operators of the customer for operator assisted call completion.

The Telephone Company will, when requested by an end user, connect that end user to a specified customer for operator call completion.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.8 Operator Transfer Service (Cont'd)

(B) Service Description (Cont'd)

If the customer does not provide operator services for end users, at the option of the customer, the Telephone Company will provide end users with access to a customer designated Operator Services Provider or to a Telephone Company provided announcement which will direct the end user to contact their Presubscribed Interexchange Carrier for dialing instructions.

(C) Technical Specifications

Separate dedicated FGD originating trunk(s) may be required to carry this traffic. The requirements for the trunk(s) and installation provisions are set forth in Section 6., preceding.

The transmission specifications for this service are set forth in Section 11, following.

A design layout report of the makeup of the facilities and services provided under this section of the tariff will be provided to the customer by the Telephone Company upon specific request at no charge. The report will be updated whenever the facilities provided for the customer are materially changed.

The interface groups and NCI codes available for the provision of this service are set forth in Section 11, Interface Groups 2 through 10, following.

Trunk side switching is provided only from Telephone Company offices equipped to provide 0 minus Transfer. These locations will provide trunk answer and disconnect supervisory signaling.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.8 Operator Transfer Service (Cont'd)

(D) Telephone Company Obligations

The Telephone Company will provide 0 minus Transfer from its Operator Service Position System (OSPS) location(s) as specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC., Tariff F.C.C. No. 4.

The Telephone Company operator will deliver end user requests for interLATA service to the customer location in the LATA of the customer's end user subject to the rates and charges set forth following.

Operator Transfer traffic will be routed from the OSPS location to the customer location via the customer's FGD trunk(s) equipped with modified Operator Services Signaling. The Telephone Company will provision FGD facilities as set forth in Section 6 preceding and will specify the OSPS location(s) which provide the Operator Transfer.

All rates and charges normally applicable to FGD service apply when such trunks are used to transport an end user's request for Operator Transfer Service from the end user location to the customer location. In addition, charges as specified following apply to each end user request for interLATA operator service transferred to the customer.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.8 Operator Transfer Service (Cont'd)

(E) Customer Obligations

- (1) When ordering Operator Transfer Service, the customer shall determine and specify the number of new or additional FGD trunk(s) equipped with operator services signaling desired to carry customer operator services end user requests for interLATA service from the OSPS location to the customer location as specified preceding.
- (2) The customer shall order Operator Transfer Service as set forth in Section 5, preceding.
- (3) The customer must order capacity sufficient to handle end user operator services requests for interLATA service originating from all Telephone Company end offices of the OSPS serving area where Operator Transfer is requested.
- (4) The customer shall indemnify and save the Telephone Company harmless against all claims that may arise from either party to the interrupted call or any other person.

(F) Rates and Charges

In addition to the rates and charges set forth in Sections 3. and 6., preceding, for Feature Group D Access Service per minute of use, the following rates and charges apply.

	<u>Rate</u>
- Operator Transfer, per call	\$0.45
- Operator Transfer, Installation Charge per path provided for the customer's use to the OSPS location.	Charges are the same as those for Switched Access Service trunks, as set forth in Section 6.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.9 Busy Line Interrupt (BLI) and Busy Line Verification (BLV) Service

(A) Description

(1) Busy Line Interrupt (BLI)

BLI enables a Telephone Company operator to interrupt a telephone conversation in progress at the customer's request after Busy Line Verification occurs. The operator will interrupt the conversation and inform the conversing party that another party is attempting to complete a call to that line and will request the conversing party to release the line. The Telephone Company operator interrupts only the ongoing call and does not complete the telephone call. The Telephone Company operator will make only one BLI attempt per telephone call. The charge for a Busy Line Verification and Busy Line Interrupt will apply whether or not the called party releases the line.

(2) Busy Line Verification (BLV)

BLV enables an interLATA customer to obtain assistance from a Telephone Company operator to determine if a called line is in use. This service will provide Interexchange Carriers and Operator Service Providers who require interLATA call completion assistance on calls in the Telephone Company's operating territory to access an operator in order to accomplish BLV. The Telephone Company's operator will make only one BLV attempt per telephone call. The charge applies only if conversation is detected.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.9 Busy Line Interrupt (BLI) and Busy Line Verification (BLV) Service (Cont'd)

(B) Technical Specifications

FGC and FGD Terminating trunks are required to carry this traffic. Access to Telephone Company operators is provided through an inward code. The requirements for the trunk(s) and installation provisions are set forth in Section 6, preceding.

Special facilities routing is not available.

The interface groups and NCI codes available for the provision of these services are set forth in Section 11, Interface Groups 2 through 10, following.

A design layout report of the makeup of the facilities and services provided under this section of the tariff will be provided to the customer by the Telephone Company upon specific request at no charge. The report will be updated whenever the facilities provided for the customer are materially changed.

The transmission specifications for these services are set forth in Section 6, preceding.

(C) Telephone Company Obligations

The Telephone Company operator will, when furnished a telephone number in its serving area, verify the status of the line and report that status to the customer. Upon further request, the operator will interrupt a conversation to inform the called party that the customer's end user wishes to complete a call to the line and requests the called party to release the line.

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9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.9 Busy Line Interrupt (BLI) and Busy Line Verification (BLV) Service (Cont'd)

(C) Telephone Company Obligations (Cont'd)

The Telephone Company operator will request the customer's operator to contact the serving Local Exchange Carrier when the end user line number in question is determined to be served by a different Local Exchange Carrier.

The Telephone Company will specify the codes necessary to access Telephone Company operators using FGC and FGD Terminating trunks. When it becomes necessary to change those codes, the Telephone Company will inform the customer six months prior to the change. For such changes, the regulations set forth in Section 2, preceding, apply.

The Telephone Company will distribute the calls received over these trunks to the operators.

The Telephone Company reserves the right to monitor the traffic levels on the trunks ordered for this service and to inform the customer if any of the trunks ordered to carry this traffic are unnecessary. If the customer has ordered excessive trunks to carry the traffic level, the Telephone Company, sixty days after notification in writing to the customer of this situation, may disconnect the excessive trunks. The customer may retain these trunks if he notifies the Telephone Company, in writing, at least fourteen (14) days before the scheduled disconnect. This letter should demonstrate a change in circumstances which will show a need for the trunks scheduled to be disconnected.

The Telephone Company assumes no obligation for any contacts and arrangements the customer may have with its end users for the provision, maintenance or billing and collection associated with this service.

ACCESS SERVICE

9. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.9 Busy Line Interrupt (BLI) and Busy Line Verification (BLV) Service (Cont'd)

(D) Customer Obligations

The customer shall determine and order in trunk(s) and interface types the access services it needs to provide BLI and BLV access service.

The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

The customer shall order separate trunk(s) group for the provision of this service to terminate in operator services switches specified by the Telephone Company.

The customer recognizes that the Telephone Company operator will respond to a request to verify or verify and interrupt one telephone number per call and will not transfer, redial or forward the call to another location for any other purpose than the provision of BLI and BLV service.

Jurisdictional reporting will apply as set forth in Section 2, preceding, for determining the Percent Interstate Usage (PIU).

(E) Rates and Charges

A Busy Line Verification must be made, and its Service Charge incurred prior to a Busy Line Interruption.

	<u>Rate</u>
- Busy Line Interrupt, per call	\$1.60
- Busy Line Verification, per call	\$0.99
- BLI and BLV Installation Charge per path provided for the customer's use to the OSPS location	Charges are the same as those for Switched Access Service trunks, as set forth in Section 6.

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9. Additional Engineering, Additional Labor and Miscellaneous Services Cont'd)9.3 Miscellaneous Services (Cont'd)9.3.10 Central Office (CO) Implemented Coin Line

(N)

- A. Central Office Implemented Coin Line provides coin signaling. It is a line side connection from the local exchange switch to the point of demarcation at the customer premise. The line is purchased out of the company's local tariff, while the features may be purchased out of either the local tariff or this Federal tariff.
- B. Features are additives to the operation of a flat rate access line that provide for CO Implemented coin line service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin supervision, coin control (collect and return of coins, if applicable), and answer supervision. CO implemented coin line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).
- C. CO Implemented Coin Line features, including coin line signaling, coin collect and return (where applicable) and answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.
- D. CO Implemented Coin Line Features includes the bundled elements of answer supervision and coin collection and return. Answer Supervision provides signaling on the line notifying the line that the called party has answered. Coin Collection and Return provides an electrical signal on a CO Implemented Line indicating to the payphone equipment to collect or return coin(s) to the calling party.

Monthly Rate

\$2.21

(N)